

VALERI

VA Loan Electronic Reporting Interface

VALERI Help Desk Servicer Communications for Friday, August 27, 2009

Action Required: Protocol for Referring Veterans

Please refrain from referring veterans to technicians and providing them with the technician's direct lines. Instead, please refer veterans to their general RLC number. To access this information please refer to the VALERI website.

Reminder: Contacting the Help Desk

In order to expedite our response time, we would like to remind servicers to first contact your assigned technician, before contacting the Help Desk. Working with your assigned technician will help us to minimize the volume of emails we receive and better address your questions in a timely manner.

Help Desk Contact Information

Hours: 8:30am-4pm EST

E-mail: Please send all help desk e-mails to: valerihelpdesk.vbaco@va.gov

Data Quality Issues: Please send all data quality related issues to valeridataquality.vbaco@va.gov

Fax: 215-991-5448

Phone: While email is now the best way to contact us, our phone number remains unchanged and is: 1-877-309-6947

Thanks,
The VALERI Help Desk Team
1-877-309-6947
Fax: 215-991-5448
8:30am-4pm EST
valerihelpdesk.vbaco@va.gov